

OFFICE ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks for an administrative officer or program manager. Incumbents spend a substantial amount of time operating a personal computer, word processor or typewriter and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision, receiving detailed instructions only where policies have not yet been determined. This class differs from that of Office Assistant I by the increased time spent on operating software and the more limited scope of duties and decision-making responsibilities. Limited supervision may be exercised over work-study students and student interns. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

- Prepares correspondence, documents, records and other written material in final or draft form using handwritten, rough drafts, marked copy, oral records or data from various equipment as the source of material;
- Composes and prepares correspondence on matters where policies and procedures are well defined;
- Maintains and updates database/spreadsheet records on a personal computer;
- Screens callers or visitors to determine the nature of the inquiry and refers to appropriate party or office and answers inquiries as appropriate;
- Establishes and maintains confidential and general office files;
- Explains established program policies and procedures to the general public/clients and obtains routine information for program purposes;
- Receives, sorts and distributes incoming mail;
- Checks, codes and processes requisitions, claims and bills;
- Prepares and maintains financial, statistical and personnel records;
- Monitors and tracks status of program activities;
- Orders supplies and materials;
- Collects and gathers information to be used as a basis for reports and memoranda and prepares summaries;
- Transmits instructions from supervisor to staff and follows up to ensure deadlines are met;
- Answers telephone and gives out information;
- May schedule conferences, meetings and make travel arrangements;
- Operates a personal computer, copier and other related peripheral office equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, practices and procedures; good knowledge of business arithmetic and English; good knowledge of the organization, functions, laws, policies and regulations, and terminology of the department to which assigned; ability to handle routine administrative details independently; ability to operate a personal computer and utilize common software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to prepare and maintain program records and routine reports; ability to establish cooperative relations with the public and staff in other governmental and private agencies; ability to organize and maintain office files; ability to carry out oral and written directions; ability to collect information from various sources for program operations; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Either (A) Graduation from a regionally accredited or New York State college or Business school with an Associate's Degree in Secretarial Science or a closely related field;

Or (B) Graduation from high school or possession of a high school equivalency diploma and two years of clerical experience;

Or (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

Competitive Class

Established 12/4/02 Personnel Officer